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TRANSMITTAL SLIP	DATE
TO: DDA	
ROOM NO.	BUILDING

REMARKS:

EXA/DDA _____ 13 MAR 1987

ADDA _____ 16 MAR 1987

DDA _____

DDA/Registry

FROM:		
ROOM NO.	BUILDING	EXTENSION

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DDA

12 March 1987

MEMORANDUM FOR: Director of Public Affairs

FROM: John M. Ray
Director of Logistics

SUBJECT: Problems with Courier Delivery

REFERENCE: Memo from D/Public Affairs Office to D/Logistics dtd 05 March 1987, same subject

1. Throughout the past year, the Mail & Courier Branch (M&CB) has been called upon by the Public Affairs Office (PAO) to make no less than 14 special runs, delivering press and/or news service releases. These requests are handled on a priority basis, utilizing usually four couriers, traveling in pairs. Every effort is made to assure expedited delivery and to follow the order of delivery instructions as provided by the PAO. The number of delivery points is generally between seven and fifteen and are scattered throughout the Washington Metropolitan Area.

2. The incident on 2 March, described in the reference memorandum, is indeed unfortunate, but certainly not indicative of previous service provided to the PAO.

3. Early in the afternoon of 2 March, the Deputy Chief, M&CB received a call from STAT in the PAO, requesting that couriers be made available for delivery of the reference press releases. At that time, the PAO indicated that the releases would be ready in a short period of time. In reply to PAO's inquiry, the Deputy Chief responded that the releases could go out within an hour. Approximately one hour later, the PAO telephoned again and indicated that the releases would not be ready to go until later in the afternoon. No further word was received from the PAO until late that afternoon. STAT STAT from the PAO hand carried fifteen press releases to the dispatching area of M&CB at approximately 1620 but did not indicate that the documents were to be delivered within the hour; nor did she indicate any prioritized order of delivery.

STAT

OL 10060-87

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SUBJECT: Problems with Courier Delivery

If delivery within an hour had indeed been requested, it would have been virtually impossible at that time of day due to rush-hour congestion. Two couriers departed Headquarters at 1645 to deliver the letters to news agencies throughout the greater Washington area. The couriers travelled at the height of rush-hour from one news service location to another, finding that some services had already closed for the day. The final delivery was made at the Washington Post at approximately 2045 hours. Since some recipient locations were closed at the time of attempted delivery, the couriers returned four of the fifteen press releases to Headquarters for immediate delivery the following morning.

4. From my investigation into this matter, failure of M&CB to meet the requirements of the PAO on 2 March, was a result of insufficient communication of priority needs. From the time the requirement was levied on M&CB to distribute the press releases, every attempt was made by branch personnel to expedite the delivery process. Under normal circumstances, without advance notification, most couriers conclude their workday at 1630. On 2 March, a team of two couriers did volunteer and carried the material without delay to the delivery points. Again, although PAO requests are always treated as priority requirements, no one ever indicated to M&CB personnel that these letters had to be delivered in one hour. And, in fact, given the rush-hour traffic, such timely delivery is impossible.

5. Our job in the Office of Logistics (OL), in general, and M&CB, specifically, is to provide timely, efficient and effective logistical support to the entire Agency. From M&CB's perspective, this level of quality support has been provided to PAO in the past. We in OL are only aware of one incident involving inadequate service--that which you mentioned in reference. As far as I am concerned, we need not seek alternatives but, given our limited resources, we can provide satisfactory service in a timely manner if communications between PAO and M&CB were improved.

6. Please identify a focal point in PAO with whom the Chief, Facilities Management Division, could discuss further, if required.

STAT

John M. Ray

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ROUTING AND TRANSMITTAL SLIP Date 9 MAR 1987

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. DDL		
2. DL		9/3
3. C/FMD		
4.		
5.		

Action	File	Note and Return
Approval	For Clearance	For Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

Mail & Courier again.

M

Set up tickler. I would like a draft response by 13 March. We got a FOIA request

DO NOT use this form as a record of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)

5041-102

* U.S.G.P.O.: 1985 - 421-529/320

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OL
200055X-87

5 March 1987

MEMORANDUM FOR: D/Logistics

FROM: George V. Lauder, Director
Public Affairs Office

SUBJECT: Problems With Courier Delivery

1. The Public Affairs Office occasionally uses the services of the Mail and Courier Branch to deliver copies of press statements by the Director or Deputy Director of Central Intelligence or by the Director of Public Affairs to the various media in Washington. The press has inflexible deadlines and will not print yesterday's news, so prompt delivery is of the utmost importance if CIA is to get its message out. Although the Mail and Courier Branch tries hard to meet the demands placed on it, the service has in some cases been unsatisfactory.

2. On Monday, 2 March, Acting DCI Gates directed that a letter to SSCI Chairman Boren refuting public allegations against him be delivered to the media. The 15 envelopes were carried to M&CB at 1615 hours. We telephoned the recipients to expect the letter within the hour. Much to our frustration and theirs, the letters were not delivered until much later that evening. NBC News called to say its envelope arrived at 2030 hours, THE WASHINGTON POST received the letter at 2100 hours. Four were not delivered until the next day--two of those addressees were key recipients. Because the letters arrived too late for most of the recipients to use, the public by and large does not know that the allegations against Mr. Gates and the Agency are false.

3. We called M&CB the next day to find out what happened. We were told that the letters did not go out until after 1700 hours and that only one team had delivered them because no one wanted to work overtime that day.

4. I would like to explore with you alternatives to the present situation. One change we must insist on is that if the couriers cannot respond in a timely fashion, we should be told so that we can make other arrangements. We will try to list the recipients by priority, although their geographic location is more important in the determination of the courier route. I look forward to hearing from you.

ILLEGIB

George V. Lauder
Director, Public Affairs Office

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